

**MARSHALL SPACE FLIGHT CENTER  
PEP OCCUPATIONAL SAFETY AND HEALTH SURVEY  
FY 2003 RESULTS**

In July 2003, the Marshall Space Flight Center conducted the NASA Performance Evaluation Profile (PEP) survey of their Occupational Safety and Health program. The survey was conducted for both the civil service and contractor population at the Center. This report presents the Center level results of this survey.

**OCCUPATIONAL SAFETY AND HEALTH SURVEY**

MSFC has conducted the PEP Occupational Safety and Health Survey in each of the past five years. The results of the annual surveys are shown in the table below. The significance of these PEP scores is described in Figure 1 herein.

Year	Employees	Managers
1999	3.3	3.1
2000	3.6	3.9
2001	4.2	4.4
2002	4.3	4.5
2003	4.3	4.5

Benchmark Comparative Analyses for these scores, showing the scoring details broken down by survey elements, are shown in Figures 2 and 3. As shown in the overall scores above, and in the Benchmark Comparative Analyses, MSFC has continuously improved their Occupational Safety and Health Program over these past five years. MSFC has developed, and is maintaining, a safety and health program that is consistently in the "Outstanding" range as shown by referencing the PEP score versus level of program excellence plot of Figure 4. MSFC has expressed the goal of becoming an OSHA Voluntary Protection Program (VPP) certified site. The PEP survey scores indicate that MSFC is in a position to achieve the VPP certification.

The PEP Occupational Safety and Health Survey for managers includes an assessment of the MSFC Center contractor workforce's safety programs. As shown in the column "Contractor Safety" on the Center Manager's Scoreboard Table contained in the data book herein, civil service managers at MSFC rate the contractor safety program at 4.5. This is indicative that the MSFC contractor safety program is believed to be in the "Outstanding" range of the PEP rating system (See Figure 4.) Contractors also participated in the PEP surveys for FY 2003. The overall PEP score for contractor employees is 4.2. This compares well

with the civil service view of contractor safety and is also in the “Outstanding” range of the PEP rating system.

The Overall Employee - Manager Plot shown in Figure 5 herein shows that there is good agreement between the management and employee view of the Occupational Safety and Health Program at MSFC. In addition, the scores for the major elements of the survey are well above the minimum acceptable PEP score of 3.0. In fact, the “Get Well” plans developed herein contain “Recommendations for Improvements” that were obtained based on a PEP rating threshold level of 3.8. This means that the cited areas for improvements do not represent true weaknesses, but represent the lowest question and element survey responses recorded. The cited areas are those that need improvement if the MSFC safety program is to continue to its quest for excellence. However, these areas should be viewed only as “relative weaknesses” in comparison to other survey elements. The specific areas that indicated the need for additional attention and improvement were:

1. MSFC management should increase the emphasis on employee involvement in all safety inspections and incident investigations.
2. MSFC should increase the emphasis on ergonomic evaluations and include ergonomics in all site inspections.
3. MSFC should re-evaluate the availability of first-aid on-site and in nearby medical support so that the severity of any mishap that does occur will be minimized.

The comments received during the survey provide detailed insight into issues that should be addressed by MSFC management. There were 255 employee comments and 13 manager comments recorded during the PEP survey. The comments that provided “common theme” issues were evaluated and categorized by type and subject. The results of this evaluation are shown in Figure 6. As shown, the majority of the comments related to environmental (48), ergonomics (23), emergency/medical protection (18), procedures/policies (18), and safety reporting (16) issues. However, some comments were general in nature, and not represented in Figure 6. Other comments addressed more than one issue, and are represented in each respective category. All comments are contained in the databook.

# PEP SURVEY RATING EXPLANATION

- RATINGS OF 1 - 5 CONSISTENT WITH OSHA PEP RATING SYSTEM
- DEFINITIONS
  - Level 1: No program or ineffective program
  - Level 2: Developmental program
  - Level 3: Basic program. Represents minimal acceptable compliance level for OSHA for a safe and healthful workplace.
  - Level 4: Superior program. Represents safety and health programs that have a planned strategy for continuous improvement and a goal of achieving an outstanding program level.
  - Level 5: Outstanding program. Represents safety and health programs that are comprehensive and are successful in reducing workplaces hazards.

# PEP SURVEY RATING EXPLANATION

- MANAGER'S SURVEY

- Measures the intended level of implementation of the safety program
- Each level on survey (Level 3, 4, or 5) provides a “roadmap” of the content of a safety program for a basic, superior, or outstanding program
- A rating of 3 or less on the Contractor Safety element shown in the data scoreboard should require discussions with contractor management to identify and resolve issues

- EMPLOYEE'S SURVEY

- Measures the actual level of implementation of the safety program in the workplace
- A “gap” of one integer or more on the Employee-Manager data plot indicates a communication problem between management and employees for the element in which the “gap” occurs

## **EMPLOYEE – MANAGEMENT PLOTS**

A plot of the scores for each of the fourteen elements are shown for:

1. Employees
2. Managers
3. Overall Center

The employee and manager plots should be compared to determine consistency between the employee and manager view of their safety program. A score deviation greater than one integer indicates a communication problem between management and employees for the element in which the deviation occurs.

The overall center average is provided to allow the organization to determine how they compare to their center.

“Check” and the average score are used to flag any data point on the employee plot that is less than 3.8.

## **MORT ANALYSIS LEGEND**

Number inside the circle or hexagonal corresponds to the question number on the survey.

Number below the circle or hexagonal is the average of all responses to that question.

Questions with average response scores less than 3.8 are flagged (colored) and designated “Check”.

Red flag (Hexagonal) – OSHA related issue

Blue flag (Circle) – NASA related issue

## **GET WELL PLAN**

The Get Well Plan should be used in conjunction with the MORT Chart. Any question flagged on the MORT Chart as having an average response score less than 3.8 will result in a corresponding corrective action recommendation in the Get Well Plan. These recommendations were derived from the source documents used to develop the survey and are intended to guide the organization in developing a plan to improve weak areas in their safety program.